## SECTION VI EMERGENCY SERVICES

## A. MEDICAL

- 1. Each site must have arrangements for provision of services for emergencies that may arise outside of clinic hours, i.e., complications of contraceptive methods.
  - a. Display emergency number(s) in family planning offices.
  - b. At the time of initiation of contraceptive method (hormonal, IUD, sterilization), the client should be given the medical back-up emergency phone number and the procedure to follow in case of a contraceptive-related medical emergency occurring outside of clinic hours.
  - c. For medical emergencies that arise within the clinic, please refer to the Emergency Medical Protocol in the Protocol Section of this manual.

# 2. Payment for Emergency Services

While the clinic should help the client find potential resources for reimbursement of the referral provider, the clinic itself is not responsible for the cost of this care.

3. Reports of emergency services provided to clients outside the clinic must be obtained by the clinic, initialed and filed in client's record.

## **B. NON-MEDICAL**

## 1. Fire

- a. KNOW where the exits are. Post a diagram in a highly visible clinic area showing location of exits and fire extinguishers.
- b. KNOW where your fire extinguishers are and how to use them.
  - 1) Type A fire is paper/wood, etc., extinguished by water.
  - 2) Type B/C fire is chemical/electrical, extinguished (smothered) by CO<sub>2</sub> (carbon dioxide).
  - 3) These are not interchangeable.

#### 2. Bombs

- a. Your agency should have a policy in place regarding how to deal with bomb threats to your clinic.
- b. This policy should address whom to notify, what to do with clients in the clinic, evacuation of the building, etc.
- c. Local consultation can usually be obtained from the Fire and/or Police Department.

## 3. Bioterrorism

- a. Each agency should have a policy in place regarding how to deal with bioterrorism threats to the clinic.
- b. This policy should address whom to notify, what to do with clients and staff in the clinic, what to do with any item claimed to be contaminated, etc.
- c. Any such threats should be immediately referred to your local fire/police department.
- d. Visit the website: <a href="http://bt.naccho.org/">http://bt.naccho.org/</a> to find the Bioterrorism Response Plan Clearinghouse Web page. It is a database of various health emergency plans.

# **SECTION VI EMERGENCY SERVICES**

# C. ANNUAL DRILLS

1.	Agencies should conduct drills in medical emergencies, fire, bomb threats, and bioterrorism o
	an annual basis, and keep documentation of the same.